IN THE CLAIMS:

Claim 1 is amended, and claim 4 is herein canceled. The complete listing of claims below will replace all prior versions and listings of claims in the application:

1. (Currently Amended) A method for the storage and querying of social services data by a social service provider organization in a knowledge base that provides quantitative accountability over case workers employed by said provider for social services provided by a said case workers to a client via a navigable user interface, comprising the steps of:

collecting information relating to defined social services and providers case workers employed by said provider;

collecting information relating to defined clients;

collecting information relating to defined client barriers to productivity and for each itemized barrier a severity of said barrier;

collecting information relating to defined goal-oriented client outcomes;

incorporating said collected information into a structured relational database;

collecting information from each case worker at each subsequent instance of contact with a client including duration of said contact, and revised severity of each defined barrier to productivity for said client;

providing a graphical user interface with a plurality of controls each for initiating a pre-determined query for allowing a user to generate a report indicating reduction of said client barriers over time, thereby maintaining quantitative accountability for social services.

2-3. (Canceled)

4.(Canceled)

5.(Previously presented) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 4, wherein said step of providing a graphical user interface with a plurality of controls each for initiating a pre-determined query further comprises a control for initiating a pre-determined query for allowing a user to generate a report assessing progress in reducing severity or eliminating said client barriers over time.

6.(Previously presented) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 1, further comprising a step of periodically collecting information measuring reduction of said defined client barriers.

7.(Previously presented) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 6, further comprising a step of periodically collecting information specifying said case workers efforts toward reducing said defined client barriers to productivity over time.

8.(Previously presented) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 7, wherein said step of providing a graphical user interface with a plurality of controls each for initiating a pre-determined query further comprises at least one control for initiating a pre-determined query for allowing a user to generate a report assessing reduction of said client barriers over time, and at least one control for initiating a pre-determined query for allowing a

user to generate a report assessing effectiveness of said case workers efforts toward reducing said defined client barriers over time.

9.(Previously presented) The method for the storage and querying of social services data in a knowledge base to provide quantitative accountability for social services according to claim 1, wherein said step of collecting information relating to defined goal-oriented client outcomes further comprises selecting from a predefined categorical list of progress elements including any one from among the group consisting of job retention, finding a new job, wage increase, promotion, and educational advancement.